

RFP 08-331
Provider Compensation Subsystem (PCS)
Amendment #5
Bidders Questions and DSHS Answers

As stated in the RFP document, DSHS will be "... bound only to written answers to questions. Any oral responses given at the Pre-Proposal Conference shall be considered unofficial and are not binding on DSHS..."

The following are the DSHS answers to Bidders questions 60 through 112. This release contains questions asked at both the bidders conference and submitted in writing. DSHS is responding to a total of 130 bidder questions. Additional answers to the remaining bidders questions will be posted when they are finalized by DSHS.

Question Number	Question	DSHS Answer
60	Compensation occurs in full day and half day, and some accumulators may be based on hours. What is the conversion methodology?	<p>Individual providers are compensated for units of hours. Other units may include mileage reimbursement and training. Specific pay for non-hourly units may be part of the authorization or may be calculated, using a specific conversion method, within PCS.</p> <p>Compensation involving full-day and half-day units is not required in this phase of the project. However, bidders should be aware that future phases will likely require the use of full or half-day units and should develop solutions with the flexibility to incorporate compensation for these units in later phases.</p>
61	How many other services are expected of the PCS vendor. How much does DSHS want to push the role of interacting with the providers themselves (for health care plans, changing W-2 forms)? Will PCS just calculate benefits and spit out checks?	<p>DSHS expects that there will be some level of interaction between the PCS vendor and providers for whom payment determination is being performed by the PCS. The PCS vendor will not be responsible for addressing inquiries regarding a provider's contract or the set of services for which they are authorized to perform under their contract. An example of what may typically occur is that providers may call the PCS Vendor to have information contained on their warrant/paycheck/paystub explained or clarified.</p> <p>The PCS vendor will not be responsible for knowing that an over-authorization has occurred. The PCS vendor will receive authorization information from ProviderOne and based on that authorization data, the PCS Vendor will be responsible for collecting and accruing timesheets/time data for that authorization. The PCS vendor is required to track/record provider time against the authorization and ensure that hours claimed by the provider do not exceed what the approved authorization.</p>

Question Number	Question	DSHS Answer
62	<p>Will there be interaction with the PCS provider with the providers themselves?</p> <p>Am I responsible for knowing that over authorization has not occurred?</p> <p>To what degree is that interaction the PCS vendors responsibility?</p> <p>Audio: Is there going to be interaction from the PCS provider with the providers themselves on the information that PCS receives from provider one on validated service provisions. Am I going to responsible as PCS to make sure there are no over provisional services?</p>	<p>DSHS expects that there will be some level of interaction between the PCS vendor and providers for whom payment determination is being performed by the PCS. The PCS vendor will not be responsible for addressing inquiries regarding a provider's contract or the set of services for which they are authorized to perform under their contract. An example of what may typically occur is that providers may call the PCS Vendor to have information contained on their warrant/paycheck/paystub explained or clarified.</p> <p>The PCS vendor will not be responsible for knowing that an over-authorization has occurred. The PCS vendor will receive authorization information from ProviderOne and based on that authorization data, the PCS Vendor will be responsible for collecting and accruing timesheets/time data for that authorization. The PCS vendor is required to track/record provider time against the authorization and ensure that hours claimed by the provider do not exceed what the approved authorization.</p>
63	What is a retroactive authorization?	<p>PCS must accommodate a new authorization for services up to a year in the past. PCS must also permit providers to claim services up to 12 months after the date of service.</p> <p>See two functional requirements.</p> <p>F.1.1.6 "SERVICES AUTHORIZED UP TO 12 MONTHS RETROACTIVELY - The system shall permit services authorized retroactively for up to a year to be reflected on current invoices (timesheets) produced by the system."</p> <p>F.1.1.7 "TIME ENTRY PERMITTED FOR SERVICES PROVIDED IN THE PAST - The system shall prohibit providers from claiming time for services provided in the past, up to a specific time limit. Currently, this limit permits providers to enter time for up to 12 months after invoicing."</p>
64	<p>Section 3.28 Page 52</p> <p>In which section of the proposal should Offerors certify that they meet the minimum requirements?</p>	<p>All requirements must be responded to individually according to the instructions in section 7 of the RFP.</p> <p>The Bidder must state that they meet all of the Minimum Qualifications as set forth in the RFP and any subsequent amendments in the Transmittal Letter, requirement 7.2.1, on page 80 of the RFP.</p>

Question Number	Question	DSHS Answer
65	<p>Section 4.2 Page 62</p> <p>In the event that the bidder is not able to contain the proposal in 4 binders, is it acceptable to use extra binders as long as they are identified properly? For example, "Binder 1 part 1 of 2" and "Binder 1 part 2 of 2".</p>	<p>The RFP requests that each set of proposals consists of 4 binders (see section 4.2 of the RFP). It is the bidder's responsibility to submit proposals that are in adherence to the proposal guidelines in section 4.2.</p> <p>In the event that the bidder is unable to contain the proposal in 4 binders because of size, it is acceptable, though not preferred, to use extra binders as long as they are properly labeled. For example, "Binder 1 part 1 of 2" and "Binder 1 part 2 of 2".</p>
66	<p>Section 4.2 Page 62</p> <p>Is it permissible to submit proposals in PDF format instead of Microsoft Word format?</p>	<p>The electronic copy, described on page 62 of the RFP, may be submitted via PDF or Microsoft Word 2003 file format or later. Source files will not be required as part of the original submission.</p> <p>However, the successful bidder will be required to submit an electronic version of all documents in the source file format (i.e. Microsoft Word, Microsoft Excel, Microsoft Project).</p>
67	<p>Section 4.2 Page 63</p> <p>May a font size smaller than 12 point be used for tables, such as 10 point?</p>	<p>A font size not less than 12 point must be used for all text, including the text within tables.</p>
68	<p>Section 4.2 Page 63</p> <p>May a font size smaller than 12 point be used for graphics as long as the font legible?</p>	<p>A font size smaller than 12 point may only be used within a graphic, as long as the text is still legible when printed. The evaluators will be working from paper copies of the proposal and may record any illegible text as non-responsive.</p>
69	<p>Section 4.2 Page 63</p> <p>If necessary, will fold out pages (e.g., 11x17) be permitted?</p>	<p>The paper copies of the proposals must be on standard eight and one-half by eleven inch (8 ½" x 11") white paper. Fold out pages will not be accepted.</p>

Question Number	Question	DSHS Answer
70	<p>Section F.4.1.8 Page 131</p> <p>The RFP states: The system shall apply pay rate changes based on the Individual Provider's Cumulative Career Hours (CCH), even within the same pay period, paying at one rate before the CCH threshold is reached and another rate from the point the threshold is reached forward. Can the adjusted rate for the CCH increase be paid in the next pay cycle when the rate changes and then all subsequent pay be at the higher level?</p>	<p>DSHS would consider unacceptable a solution which paid in a subsequent pay period a CCH rate increase due in a prior pay period. CCH rate increases must be paid in the pay period in which the CCH rate threshold was first met.</p>
71	<p>Section F.5.1.1 Page 136</p> <p>The RFP states: The system shall support multiple and simultaneous pay frequencies (e.g. monthly, twice monthly payments, weekly, etc.).</p> <p>How many payroll frequencies and do providers change frequencies?</p>	<p>Presently, there is only a single pay frequency, once monthly, for all social service providers. There is one regular and one supplemental payroll during the period. There are also as many as one expedited payroll per business day.</p> <p>It should be noted that pay frequency is subject to collective bargaining.</p>
72	<p>Section F.5.2.2 Page 138</p> <p>The RFP states: The system shall produce and mail a remittance advice (earnings statement) for every provider payment.</p> <p>Will remittance advices be printed in a single or multiple locations?</p>	<p>In order to fulfill F.5.2.2 (and other related functional and service delivery requirements), the bidder must produce and mail remittance advices. DSHS does not have a requirement or a preference as to how many locations the bidder chooses to print these remittance advices.</p>

Question Number	Question	DSHS Answer
73	What system availability/uptime SLAs are expected?	<p>Every System component, (except the Web Portal) including but not limited to corresponding network connectivity, must have Availability for State use in accordance with Specifications 99% of the time during normal business hours of 6:00 AM to 7:00 PM Monday through Friday Pacific Time and 97% of the time during non-business hours. This Performance Standard is especially important during critical business cycles and prior to the following critical deadlines:</p> <ul style="list-style-type: none"> • 24 hour period prior to cutoff date of invoice claim inputs from Providers • Scheduled payment runs • Scheduled invoice runs • Scheduled monthly, quarterly and annual remittance • to third parties <p>The PCS Web Portal including but not limited to corresponding network connectivity) must have Availability 99% of the time 24 hours per day, every day of the year. Scheduled down time will not exceed 1 outage per week of a maximum of 1 hour to be carried out at the time of the week's lowest web portal activity. Additional down time needed must be approved by DSHS ahead of time in writing. The week's lowest web portal activity will be agreed to initially by the Contractor and DSHS and then re-determined by review of web transaction statistics 6 months after full System implementation.</p> <p>There are specific service level agreements (SLAs) for both application and services indicated in the PCS Model Contract (posted on the DSHS procurement site), Exhibit C – Performance Standards and Liquidated Damages.</p>

Question Number	Question	DSHS Answer
74	What are online usage windows for the systems?	<p>The PCS Web Portal (including but not limited to corresponding network connectivity) must have Availability 99% of the time 24 hours per day, every day of the year. Scheduled down time will not exceed 1 outage per week of a maximum of 1 hour to be carried out at the time of the week's lowest web portal activity.</p> <p>Additional down time needed must be approved by DSHS ahead of time in writing. The week's lowest web portal activity will be agreed to initially by the Contractor and DSHS and then re-determined by review of web transaction statistics 6 months after full System implementation.</p> <p>There are specific service level agreements (SLAs) for both application and services indicated in the PCS Model Contract (posted on the DSHS procurement site), Exhibit C – Performance Standards and Liquidated Damages.</p>
75	Will there be Internet connectivity required for the providers and can DSHS describe its expectations of the degree of internet connectivity available and its transmission speed?	<p>Yes.</p> <p>Contractor must meet the following response time Performance Standards for the Web Portal web pages 24 hours a day, every day of the year:</p> <ul style="list-style-type: none"> • Web Page Display Time: Each Web Portal web page produced by the System shall be fully displayed in no longer than 10 seconds from the time the user requested it for 95% of the displays requested of the System, when using a 56k bits per second modem connection. <p>There are specific service level agreements (SLAs) for both application and services indicated in the PCS Model Contract (posted on the DSHS procurement site), Exhibit C – Performance Standards and Liquidated Damages.</p>
76	What is the nature of data link between the Invoices and Payroll system?	<p>PCS generates an invoice based on authorization data received from ProviderOne. While an authorization may contain services to be rendered over the term of several pay periods, the invoice is only for a single pay period's services, with pre-authorized service maximums.</p> <p>DSHS anticipates implementation of PCS will provide an opportunity to redesign invoices. The bidder shall anticipate the invoice to be used by providers as a timesheet. Further, a provider may choose to return the completed paper invoice in order to claim against the authorization for services rendered during the pay period.</p>

Question Number	Question	DSHS Answer
77	Is it possible to have two payment frequencies for one provider?	<p>Presently, there is only a single pay frequency, once monthly, for all social service providers. There is one regular and one supplemental payroll during the period. There are also as many as one expedited payroll per business day.</p> <p>It should be noted that pay frequency is subject to collective bargaining.</p>
78	How are salary deductions like garnishment maintained at present?	<p>Garnishments are maintained by the garnishment business unit, in an Access database separate from SSPS. Garnishment orders are received by this business unit and entered into this system. After SSPS calculates pay, the garnishment business unit modifies that pay calculation for those providers that are not receiving exempt payments such as Foster care or adoption support, as may be required by the garnishment order.</p>
79	Is it possible for a provider to have two Work locations in one pay period?	<p>Yes. Providers, especially individual providers, may render services in many locations during the course of a single pay period.</p>
80	What is considered as earning date? Approval of Service invoice or Date of service provision?	<p>The term “earning date” does not appear in the RFP. Perhaps the definition of the “pay date” and “service date” will provide the bidder with an answer.</p> <p>The "pay date" is the date payment is issued to the provider. The “service date” is the actual date of service.</p> <p>DSHS believes bidders should understand specific terminology may be defined by collective bargaining.</p>

Question Number	Question	DSHS Answer																		
81	<p>RFP Section 5.2, page 65</p> <p>The Technical Proposal Score is listed as 40% of the total points. The Functional Proposal is not listed in the scoring distribution table. Please confirm the % of total points for the Functional Proposal.</p>	<p>The narrative on page 65 states “The Management section and the Deliverables Supporting Implementation section together will make up the Management Score. The Functional section, the Service Delivery section, and the Technical section will</p> <table><tr><td></td><td>% of Total Points</td></tr><tr><td>Written Proposal</td><td></td></tr><tr><td>Management Proposal Score Management Section Deliverables Supporting Implementation Section</td><td>25%</td></tr><tr><td>Technical Proposal Score Functional Section Service Delivery Section Technical Section</td><td>40%</td></tr><tr><td>Financial/Contractual Proposal Score Financial/Contractual Section</td><td>15%</td></tr><tr><td>Written Proposal Total</td><td>80%</td></tr><tr><td>Bidder Demonstration Score</td><td>10%</td></tr><tr><td>Oral Presentation Score</td><td>10%</td></tr><tr><td>TOTAL</td><td>100%</td></tr></table> <p>make up the Technical Score. The Financial/Contractual section will make up the Financial/Contractual Score. The Bidder Demonstration will make up the Bidder Demonstration Score. The Oral Presentation will make up the Oral Presentation Score”.</p> <p>Table 6, Distribution of Evaluation Points, clearly lays out the percentage assigned to each component of the written proposal. Below is a version of Table 6 that puts the narrative on page 65 in a table format.</p>		% of Total Points	Written Proposal		Management Proposal Score Management Section Deliverables Supporting Implementation Section	25%	Technical Proposal Score Functional Section Service Delivery Section Technical Section	40%	Financial/Contractual Proposal Score Financial/Contractual Section	15%	Written Proposal Total	80%	Bidder Demonstration Score	10%	Oral Presentation Score	10%	TOTAL	100%
	% of Total Points																			
Written Proposal																				
Management Proposal Score Management Section Deliverables Supporting Implementation Section	25%																			
Technical Proposal Score Functional Section Service Delivery Section Technical Section	40%																			
Financial/Contractual Proposal Score Financial/Contractual Section	15%																			
Written Proposal Total	80%																			
Bidder Demonstration Score	10%																			
Oral Presentation Score	10%																			
TOTAL	100%																			
82	<p>General</p> <p>For PTO, how are leave accruals and usages associated with both a union and a specific client? Does this mean charging leave payments to multiple cost centers? Can this relationship be clarified?</p>	<p>With respect to association with a union, it is important for bidders to understand that some providers are authorized to perform services covered under more than one union. Further, some CBAs do not provide for PTO. PTO accrues only against services covered under the CBA which prescribes a PTO benefit.</p> <p>Bidders must also recognize that vacation payments are included on the W-2 as reportable income. That income is associated with a specific client (employer).</p> <p>It is correct that the association to a specific client is used by DSHS to ensure the correct DSHS program is charged for income, taxes, deductions, and state contributions.</p>																		

Question Number	Question	DSHS Answer
83	<p>Requirement F.5.2.3</p> <p>Requirement F.5.2.3 indicates that a remittance advice should be generated in a format based on Provider type. How many different statement format types are anticipated? Would email distribution or posting earning statements to a web portal be acceptable?</p>	<p>Implementation of PCS provides an opportunity to redesign the remittance advices presently in use. At least two kinds may be anticipated, as a minimum: one for individual providers and another for agency providers.</p> <p>Earnings statements (or data equivalent) and inserts, published to a secure web portal, would be acceptable. However, this solution cannot replace a paper earnings statement (remittance advice) with appropriate inserts, mailed to the provider's address.</p>
84	<p>General</p> <p>Since Provider has 12 months past the authorization to submit invoicing, what is expected to happen after that period of time, to lock out the submission of a timesheet that's 13 months old?</p>	<p>A solution which prevents provider time entry, either by IVR or web portal, or by means of entry of a paper timesheet, would be acceptable.</p>
85	<p>General</p> <p>According to the RFP, it appears that FIT is withheld from 1099 wages, what other employee/employer taxes are withheld from 1099 wages?</p>	<p>Standard FIT is not withheld from 1099 reportable payments, however, backup withholding may be required. In addition, 1099 reportable payments are subject to garnishments.</p> <p>IRS code changes effective January 2011 could affect 1099 withholding. DSHS and the Office and Financial Management are presently unsure as to how this may affect payments to social service providers, but this mandatory 3% withholding may need to be addressed by PCS. See the IRS bulletin at http://www.irs.gov/irb/2008-13_IRB/ar11.html for details.</p>

Question Number	Question	DSHS Answer
86	<p>Page 35</p> <p>Training requirements appear to be extensive – down to the Provider level. Can you provide more information on the type of training to be provided by the contractor? How does this training effort coincide with the statement in 3.7 regarding the bidder reimbursing the state for copying costs?</p>	<p>Training for PCS will be done in conjunction with ProviderOne Phase 2 ADSA release training. The amount, volume, and type of training has not been explicitly determined at this time, but DSHS and the Bidder will work collaboratively to design the training regimen.</p> <p>DSHS is expecting the PCS vendor to provide training materials, guides and other instruments that can be used independently or combined with other DSHS training materials.</p> <p>The PCS vendor will also need to plan for DSHS/State user training on usage, configuration, and access to information within the PCS solution. Training may take several forms, from train the trainer concepts to on-line training systems. Reimbursement for (photo)copying costs noted in Section 3.17, production or reproduction of training materials for PCS if done using DSHS or State resources would require the Bidder to reimburse the agency/state for those costs.</p>
87	<p>Sections 7.3.18 – 7.3.20, Key Staff</p> <p>What is your definition of ‘Key Staff’?</p>	<p>DSHS defines “Key Staff” as the Bidder’s proposed:</p> <ul style="list-style-type: none"> • Counterpart to DSHS Project Manager • Counterpart to DSHS Business Analyst (Functional) Lead • Counterpart to DSHS Technical Lead • Counterpart to DSHS Contract Manager • Counterpart to DSHS Release Manager • Bidder’s Executive Account Manager • Any other Key Staff proposed by the Bidder in their Staffing Management Plan in Sections 7.3.17-7.3.19. • Post-implementation, Key Staff should include an Account Manager and Application Development Manager. <p>A key staff position may be filled by one or more people and multiple key staff positions can be filled by more than one person.</p>

Question Number	Question	DSHS Answer
88	<p>General</p> <p>Are you generally expecting measures around IT services such as application availability or rather are you largely expecting the vendor to use the application/service to provide the functions outlined (time entry, print distribution, garnishment processing) within some window and at some level of accuracy?... or both?</p>	<p>DSHS has outlined requirements regarding the application(s) and services availability needs and associated measures. DSHS seeks both an applications availability and a supporting infrastructure responsiveness level.</p> <p>There are specific service level agreements (SLAs) for both application and services indicated in the PCS Model Contract (posted on the DSHS procurement site), Exhibit C – Performance Standards and Liquidated Damages.</p>
89	<p>General</p> <p>What are the availability requirements for the Call Center? (i.e. 8a-5p, 7 days/week w/o exception)</p>	<p>Currently The SSPS main Operations Support/Customer Service line is manned from 8am to 5pm, Monday through Friday, excluding State and federal holidays and weekends. Invoice Express IVR is available 24/7.</p> <p>Currently the hours for the HRSA MACSC call center for providers are 7am to 5pm Monday through Friday. The system can accomadate expanded hours of 7am to 7pm.</p> <p>There are specific service level agreements (SLAs) for both application and services indicated in the PCS Model Contract (posted on the DSHS procurement site), Exhibit C – Performance Standards and Liquidated Damages.</p>

Question Number	Question	DSHS Answer
90	<p>General</p> <p>What will be vendor responsibilities as related to the QA and IV & V – and the relationship with the independent entity performing these functions?</p>	<p>The PCS vendor will be expected to support PCS QA and IV&V activities that involve, but are not limited to, review of deliverable expectation documents (DEDs), vendor prepared deliverables that are submitted to DSHS, and review of vendor project schedules and other elements of the project management effort for the PCS project.</p> <p>The PCS vendor will also need to be prepared to support IV&V efforts that will focus on, but not be limited to, technical elements of the project, including reviewing system and application documentation and testing of various environments, technical issue resolution processes, patches and release methodologies used by the vendor. The IV&V may, at the request of DSHS, conduct site reviews at the vendor's facility/facilities based on the project needs.</p> <p>The QA and IV&V vendors will assist DSHS and the PCS project effort to ensure that proper planning occurs, quality deliverables are submitted, and project implementation activities are executed. QA and IV&V provide findings and recommendations to DSHS throughout the course of the project. DSHS considers this as a valuable avenue of input and takes the findings and recommendations under advisement.</p> <p>To that end, the PCS vendor should be prepared to engage with the QA and IV&V vendor in a manner consistent with these objectives, including providing feedback on how to improve processes, reduce or mitigate risks, or identify obstacles that threaten the ability to keep the project moving forward.</p>
91	<p>Section 7.7 - S.2.2.1</p> <p>When a wage attachment is received and entered into the system, is it also required that the actual paperwork is retained or can an image be stored electronically?</p>	<p>Presently, the garnishment business unit images these orders as soon as they are keyed or electronically entered into the system. These are kept 6 years after the order has been released by the garnishor.</p> <p>An imaging solution would be acceptable as part of the bidder's response to customer service requirements and S.9.1.1.</p>
92	<p>Section 7.7</p> <p>For correspondence related to garnishors and garnishees, is there a preferred method or are there specific circumstances where one method would be preferred over another?</p>	<p>DSHS anticipates a minimum requirement would be to issue correspondence on paper, as it cannot be certain all garnishors and garnishees will provide information necessary to receive correspondence by another means. The bidder may propose additional means of issuing correspondence, if the bidder desires.</p>

Question Number	Question	DSHS Answer
93	<p>Deliverables Supporting Implementation Proposal</p> <p>The Deliverables Supporting Implementation Proposal section asks for a number of copies or samples of previous similar deliverables. As some of our past examples can be hundreds of pages long, please confirm it is acceptable to provide portions of sample deliverables (including a Table of Contents for each).</p>	<p>Portions of sample deliverables will be accepted. However, the bidder must provide the Table of Contents and enough of the deliverable to allow the DSHS evaluators to evaluate the content and quality of the deliverable.</p>
94	<p>Section 7.5</p> <p>There are a number of requirements in this section which appear to be prescriptive in nature based upon the fact this solution will be in an ASP model. We acknowledge each subsection's introductory text and statements that open the responses up somewhat. However, would the agency be able to either remove those bulleted requirements where a response may be considered non-compliant, or would they be willing to indicate which of the requirements is optional (under an ASP model) vs. required?</p>	<p>The intent of Section 7.5, Technical Requirements, is to elicit responses from the Bidders for the key technical elements we believe are important for the PCS solution. While DSHS intends to utilize an ASP solution approach, DSHS requires a firm understanding of what the ASP approach offers from a technical capabilities standpoint. These technical requirements presented in Section 7.5 of the RFP are not optional.</p> <p>Each subsection or bullet under 7.5 begins with "describe" and follows with specific examples of technical components, attributes or framework that DSHS seeks to understand how the vendor approaches this item. Bidders are encouraged to describe and elaborate how their proposed solution supports these technical requirements. If there are specific technical requirements that the Bidder feels are not applicable to their solution approach, Bidders are encouraged to describe why that is the case.</p>
95	<p>Please confirm training materials and classes are only required to be delivered in English per the assumptions on page 191.</p>	<p>Yes, training materials are to be provided in English.</p>
96	<p>The in and out reconciliation – who does that?</p>	<p>Specific business processes related to the reconciliation of data sent to an ASP vendor are to be established during the implementation phase of this project. DSHS expects the vendor to be able to account for all authorized services as either claimed or un-claimed, by the provider authorized to perform the service. When authorized services are claimed, DSHS expects the vendor to account for the payment calculated for that authorization.</p>

Question Number	Question	DSHS Answer
97	Units – does units equal hours?	The most common unit of service is an hour. A smaller number of services are paid as piecework (an “each”). Bidders should be aware that future phases will likely require the use of full or half-day units and should develop solutions with the flexibility to incorporate compensation for these units in later phases.
98	<p>Section F.1.1.3 Page 120</p> <p>The RFP states: The system shall produce invoices (timesheets) in a format specific to the kind of provider being invoiced. Examples of types may include (1) individual providers and (2) providers which are facilities.</p> <p>How many different formats are there for the providers and what are the differences between each format?</p>	Specific formats of invoicing will be decided with the selected vendor during the development phase of the project. The example of two types represents the minimum anticipated number of invoice formats that will be needed, based on significant differences in the types of providers being invoiced.
99	<p>Section F.2.1.14 Page 123</p> <p>The RFP states: The system shall establish and maintain unique provider/client relationships so to ensure that an employee (Provider) can be associated with multiple employers (clients, parents, etc.) at the same time.</p> <p>What are the factors that differ by client? (i.e., provider rate, union, etc.)?</p>	<p>F.2.1.14 refers to the need for PCS to recognize that a single provider may render services to more than one client and that certain details need to be recorded specific to each client.</p> <p>Each client is an employer of the provider rendering service. Certain client/provider relationships may be pertinent to the taxation of payment (clients with family relationship to the provider, for example). Another example would be PTO (vacation) accrual which, if permitted under the CBA covering the service, must be associated with the client being serviced which resulted in the accrual or payment of PTO.</p>

Question Number	Question	DSHS Answer
100	<p>Section F.2.4.9 Page 128</p> <p>The RFP states: The system shall identify providers who may be eligible for health insurance coverage using criteria established in the Collective Bargaining Agreement associated with the union covered services authorized and subsequently reported (claimed) by the provider. Examples of historic eligibility criteria include working at 86 authorized hours in each of three consecutive months (Client responsibility is included in the determination of the number of eligible hours).</p> <p>What is the defined process for Providers who become eligible for benefits due to hours worked, but then fall below the required hours in subsequent periods?</p>	<p>The current process is to not make the scheduled deduction, if hours claimed during the pay period fall below a prescribed number.</p>
101	<p>Section F.7.4.8 Page 149</p> <p>The RFP states: The system should maintain tax records for a minimum of 7 years.Providers are currently paid via 1099. Will the system be required to maintain the 7 previous years of 1099 history prior to the go live date?</p>	<p>Yes., PCS is required to have the capability to maintain up to 7 years of tax data.</p> <p>No, PCS will not be required to maintain 7 years of tax data at go-live. The specific amount of tax data to be converted at go-live is currently unresolved and is under review by DSHS.</p> <p>Currently, the state statute requires there be 4 years of tax history data, The current process stores 2 years of history at the transaction level and an additional 2 years of history at the tax document level, which does not include the detailed transactio data. Worker use both systems to make corrections to tax information.</p> <p>The current SSPS system has 13 months of history on-line and they have 4 years of history stored in databases using Microsoft SQL Server.</p>
102	<p>Can DSHS please provide user locations and time zones as well as the number of users for each?</p>	<p>The time zone is Pacific Standard Time and all locations are located in the state of Washington. There are 120,000 providers (currently but not limited to) using the system.</p>

Question Number	Question	DSHS Answer
103	Can DSHS provide is supporting system (e.g. ProviderOne) Maintenance Windows and particularly any maintenance windows which might impact a vendor provided system?	Currently we do not know of any PCS supporting systems that have maintenance windows that would impact a vendor provided system.
104	What are the SAN Storage requirements if data will be converted or imported from legacy systems?	<p>The SAN (Storage Area Network) storage requirements for converted data will depend on the data conversion effort to be planned (conversion cutover or run-out approach, retention, required data, etc...).</p> <p>The ProviderOne system is the main interface for PCS and DSHS will collaboratively work with the vendor to meet DSHS requirements data conversion. The specific amount of data to be converted at go-live is currently unresolved and is under review by DSHS staff.</p>

Question Number	Question	DSHS Answer
105	Can DSHS describe the response time requirements as well as project process peak load characteristics that the selected vendor should plan for?	<p>Contractor must meet the following response time Performance Standards for the System for up to 400 concurrent internal State users during normal business hours of 7:00 AM to 7:00 PM Pacific Time Monday through Friday:</p> <p>Record Inquiry Search Response Time: The time elapsed from receipt of the transaction by the Contractor from the switch vendor at the network demarcation point until the Contractor completes delivery of the transaction to the switch vendor at the demarcation point must not exceed 3 seconds 95% of the time for any inquiry by State staff. Record Create, Update,</p> <p>Delete Response Time: The elapsed time from receipt of the transaction by the Contractor from the switch vendor at the network demarcation point until the bidder completes delivery of the transaction back to the switch vendor at the demarcation point must not exceed 4 seconds 95% of the time for any create, update, or delete transactions. Non-Web Portal</p> <p>Web Page Display Time: Each web page produced by the System shall be fully displayed in no longer than 10 seconds from the time the user requested it for 95% of the displays requested of the System. Print Initiation Time: The parties will agree during DDI on this Response Time.</p> <p>There are specific service level agreements (SLAs) for both application and services indicated in the PCS Model Contract (posted on the DSHS procurement site), Exhibit C – Performance Standards and Liquidated Damages.</p>
106	Are benefits deductions to be maintained in the payroll application?	<p>Yes. A variety of requirements relate to the determination of eligibility, establishment and maintenance of deductions, and the reporting and creation of payment transactions related to benefit deductions. Examples of these requirements include (but are not limited to) F.2.3.1, F.2.4.7, F.2.4.9, F.2.4.11, F.2.4.12, F.2.4.16, F.2.4.17, F.2.4.18, F.5.2.5, F.7.4.4, and F.7.4.5.</p>

Question Number	Question	DSHS Answer
107	<p>Requirement F.2.1.11</p> <p>As per requirement F.2.1.11, the system is supposed to use the IRS Percentage withholding method for calculating FITW. Is this for all wages including regular, supplemental, and retroactive?</p>	<p>Yes. One additional detail may also be useful: Currently, SSPS does add up all payments for that provider, during the same pay period (currently, pay periods are one month in length), in order to determine if the provider has met the threshold to withhold, by the last payment.</p>
108	<p>General</p> <p>Are PTO balances maintained at the Provider level or for each Provider/Client relationship?</p>	<p>PTO balances must be maintained for each Provider/Client relationship. This is necessary, as an example, for accurate tax reporting.</p>

Question Number	Question	DSHS Answer
109	<p>Requirement F.3.1.2 and F.4.1.6</p> <p>Accumulators. In trying to determine what is recorded for the CCH, and what level of granularity, the following requirements make reference to the record:</p> <p>F.3.1.2 - The system shall be able to record cumulative career hours (CCH) per Provider, per union, per service, and per tax year</p> <p>F.4.1.6 - The system shall adjust pay rates based on the Provider's cumulative career hours (CCH) for union covered services (UCS) over the lifetime of the Provider, across all programs, and by union.</p> <p>F.5.4.2 - The system shall produce a remittance advice (earnings statement) which includes service line earnings details from the authorization, details from the claimed invoice, clients served, all deductions, paid time off (PTO) accrual, PTO use, and PTO balance details, Cumulative Career Hours (CCH) at the close of the pay period, and MTD and YTD totals.</p> <p>Based on the above, it appears that CCH needs to be granular by union, by service, by program, at the pay period, MTD and YTD and Cumulative. Are there more granularities to the record?</p>	<p>The bidder may propose a solution which records CCH by union, by service, by program, at the pay period, MTD and YTD and Cumulative, to meet the requirements listed in the question.</p>

Question Number	Question	DSHS Answer
110	<p>General</p> <p>For complying with overpayments, is the State overpayment process stated in the RFP? If not, from where can the most current process be obtained?</p>	<p>A description of the overpayment process – much of which occurs outside PCS – is not present in the RFP. As indicated in F.6.1.7, PCS is responsible for identifying overpayments, such as when an authorization is modified after payment has already been issued. Another system (ProviderOne) is responsible for issuing correspondence related to notification of the overpayment. Recovery is directed by another business unit (FSA), which monitors compliance with respect to due process, and using another system (CARS). Should the provider elect to repay by offsetting (“netting”) future payments, the maximum percentage of net pay allowed for offset is currently 25%). Additional details regarding PCS overpayment requirements are in F.6.1.11, F.6.1.12, and F.2.3.1</p>
111	<p>General</p> <p>What are your requirements for disaster recovery (i.e. recovery time, loss of data, non-IT services)?</p>	<p>The Disaster Recovery Plan is a specific vendor deliverable (RFP Section 7.5.5 Operations Architecture) and the vendor must prepare and submit to DSHS a comprehensive Disaster Recovery Plan that follows enterprise wide standards and best practices. The Disaster Recovery Plan must be submitted annually. The first plan will be due 30 calendar days prior to Go-Live. Annual plans will be due May 31st of each year.</p> <p>The Disaster Recovery Plan should include but not be limited to;</p> <ul style="list-style-type: none"> High level summary of the options, e.g. warm sites versus hot sites, projected implementation phases, and estimated costs per option and implementation phase Disaster declaration criteria and plan activation How will the plan handle non-IT services How often the plan is tested including customer involvement How the plan would be implemented in the event of an actual disaster The timeframe / period for partial and full restoration to operational status once a disaster has been encountered How will the plan handle the recovery of loss data The approach to redundancy in system components such as network devices, network communication paths, processors, data storage, application files, etc. to enable the prevention of a disaster situation The plan to keep end-to-end documentation current, given multi-entity involvement and ownership

Question Number	Question	DSHS Answer
112	<p>Section 7.7 - S.1.1.1</p> <p>When a paper timesheet is received and entered into the system, is it also required that the actual paper timesheet is retained or can an image be stored electronically?</p>	<p>The bidder may propose either a solution where the actual timesheet is retained or an image is stored. Current practice is to store an image of the submitted timesheet.</p>